

Human Resources

MISSION STATEMENT

To provide a proactive and responsive human resources program that attracts, develops, and retains a diverse, high-performing, and well-qualified workforce.

BUDGET OVERVIEW

The total recommended FY05 Operating Budget for the Office of Human Resources is \$115,561,240, an increase of \$7,878,870 or 7.3 percent from the FY04 Approved Budget of \$107,682,370. Personnel Costs comprise 4.3 percent of the budget for 62 full-time positions and six part-time positions for 52.5 workyears. Operating Expenses account for the remaining 95.7 percent of the FY05 budget.

Not included in the above is a total of \$3,149,140 and 11.2 workyears that are charged to: Fire and Rescue Service (\$1,079,940, 2.1 WYs); Fleet Management Services Motor Pool Internal Service Fund (\$35,650, 0.1 WY); Health and Human Services General Fund (\$88,270, 0.3 WYs); Employee Retirement System (\$1,257,540, 6.0 WYs); Retirement Savings Plan (\$128,620, 1.1 WYs); Non-Departmental Accounts, General Fund (\$305,790, 0.8 WY); Liquor Control (\$54,610, 0.2 WY); HOC (\$550); Parking Lot Districts (\$19,290, 0.1 WY); Permitting Services (\$5,190); Recreation (\$40,300, 0.1 WY); Solid Waste Disposal (\$6,150); Mass Transit (\$123,330, 0.4 WY); and Urban Districts (\$3,910). The funding and workyears for these items are included in the receiving departments' budgets.

PROGRAM CONTACTS

Contact David W. Batitto of the Office of Human Resources at 240.777.5036 or Philip A. Weeda of the Office of Management and Budget at 240.777.2780 for more information regarding this department's operating budget.

PROGRAM DESCRIPTIONS

Employment/Training & Organizational Development

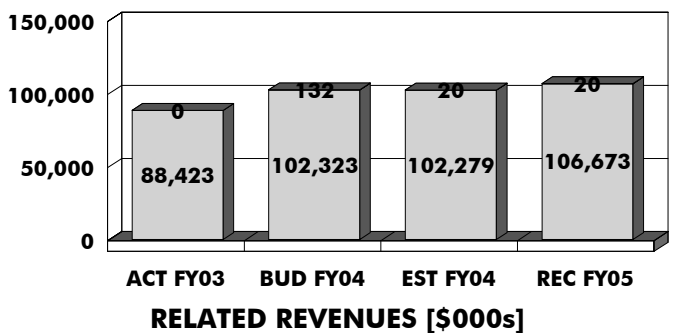
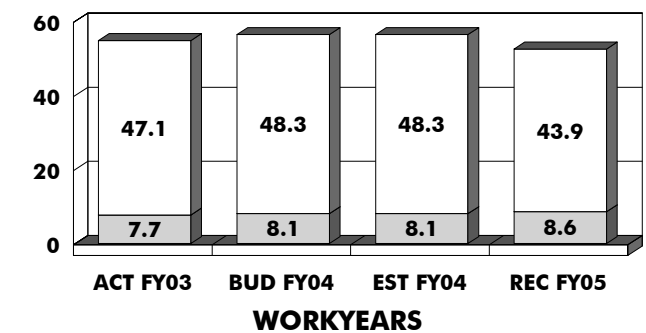
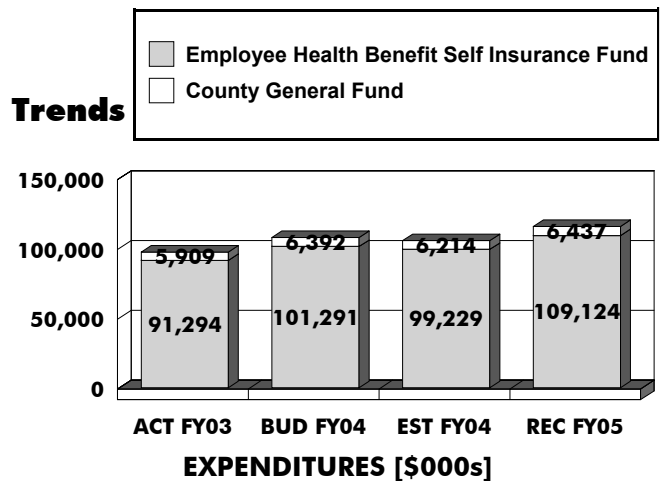
The Employment program is responsible for attracting and recruiting candidates for County departments and agencies that result in a well-qualified and diverse employment pool. Specialized services include workforce planning and conducting public safety promotional examinations.

The Training and Organizational Development program provides a curriculum of study and activities that allow employees to enhance their skills and develop professionally in order to ensure that the County has a well-qualified workforce available to meet current and future needs. Services include management and leadership development, performance management, technical and professional management training,

Program Summary

	Expenditures	WYs
Employment/Training & Organizational Development	2,743,100	18.0
Equal Employment Opportunity and Diversity	366,140	4.0
Employee Benefits	108,484,280	5.4
Occupational Medical Services	991,020	1.1
Labor Employee Relations and Classification	1,390,190	10.6
Administration	1,586,510	13.4
Totals	115,561,240	52.5

Trends



and tuition assistance.

FY05 Recommended Changes

	Expenditures	WYs
FY04 Approved	2,765,090	21.0
Increase Cost: Tuition assistance per collective bargaining agreements	84,640	0.0
Increase Cost: Multilingual certification per collective bargaining agreements	20,000	0.0
Decrease Cost: Personnel lapse	-103,470	-1.0
Decrease Cost: HHS Human Resources Team Centralization	-186,300	-2.0
Miscellaneous adjustments, including negotiated compensation changes, employee benefit changes, and changes due to staff turnover	163,140	0.0
FY05 CE Recommended	2,743,100	18.0

Equal Employment Opportunity and Diversity

The Equal Employment Opportunity (EEO) and Diversity program advises, educates, and responds to employees and managers concerning equal employment and diversity management in order to promote a discrimination free workplace that values diversity. Services and programs provided include EEO complaint investigations, mediation program, EEO compliance training, and the annual Montgomery County diversity celebration. This program also supports the Montgomery County Diversity Council and is responsible for the production of the annual EEO and Diversity Action Plan.

FY05 Recommended Changes

	Expenditures	WYs
FY04 Approved	375,870	3.9
Miscellaneous adjustments, including negotiated compensation changes, employee benefit changes, and changes due to staff turnover	-9,730	0.1
FY05 CE Recommended	366,140	4.0

Employee Benefits

The Employee Benefits program oversees the County's group insurance and retirement benefit programs, including the 457 deferred compensation plan. The program provides consultation, information, and service to County employees, participating County agencies, and retirees in a manner that ensures an understanding of benefit program provisions and their value. Services include: conducting presentations and workshops; retirement and investment counseling; development and administrative oversight of all benefit plans and plan descriptions; COBRA; and ensuring legal compliance. In addition, the County's Work/Life Initiative program is also supported by this program.

FY05 Recommended Changes

	Expenditures	WYs
FY04 Approved	101,290,600	8.1
Increase Cost: Insurance claims expenses	7,763,810	0.0

Increase Cost: Actuarial services	90,000	0.0
Add: Professional Services through COBRA third party administrator	39,840	0.0
Decrease Cost: Manager III position	-50,420	-0.5
Shift: Group insurance administration to Administration	-167,320	-1.9
Shift: Employee assistance program, wellness, and disability program to Occupation Medical Services	-382,630	-0.3
Miscellaneous adjustments, including negotiated compensation changes, employee benefit changes, and changes due to staff turnover	-99,600	0.0
FY05 CE Recommended	108,484,280	5.4

Occupational Medical Services

The Occupational Medical Services (OMS) program provides multi-disciplinary occupational medical services, including health promotion, work-related medical and safety hazard assessments, and employee disability management in order to promote the health, wellness, and productivity of the County workforce. Services include: comprehensive medical evaluations to employees to determine their state of health vis a vis employment; providing early identification of health risks and diseases; ensuring equal job opportunities through reasonable accommodation of disabled persons in the workplace; and improving personal well being and workforce health and health awareness through a comprehensive employee wellness program that utilizes the Employee Assistance Program (EAP) and an employee wellness provider.

Occupational Medical Services also manages the Disability Retirement Program and the medical services component of the Fire and Rescue Service's Wellness Initiative.

FY05 Recommended Changes

	Expenditures	WYs
FY04 Approved	696,600	2.2
Shift: Employee assistance program, wellness, and disability program from Employee Benefits	382,630	0.3
Decrease Cost: OMS reorganization	-112,820	-1.4
Miscellaneous adjustments, including negotiated compensation changes, employee benefit changes, and changes due to staff turnover	24,610	0.0
FY05 CE Recommended	991,020	1.1

Labor Employee Relations and Classification

The Labor Employee Relations program is designed to support County managers in the areas of collective bargaining and related personnel policies and procedures by negotiating competitive compensation and benefits through collective bargaining and by providing early intervention strategies in workplace disputes in order to enable managers to comply with labor contractual and legal requirements and improve employee labor relations. Services include: the administration of the grievance processes through Alternative Dispute Resolution and/or formal grievance meetings to address employee/management disputes concerning alleged violations; assisting departments and agencies with labor related and employee relations issues through training workshops and

consultation; reviewing proposed adverse and disciplinary actions; developing personnel policies and regulations changes; and overseeing bilateral work groups and committees. The Labor Employee Relations program is also responsible for oversight and administration of the County's policies on compensation.

The Classification program reviews and evaluates the duties and responsibilities of individual positions and occupational classes in response to employee, department, and union requests in order to assure that positions are correctly assigned at comparable grade levels.

FY05 Recommended Changes

	Expenditures	WYs
FY04 Approved	1,242,290	10.0
Increase Cost: Annualization of Human Resources Specialist position	83,970	0.8
Increase Cost: Classification studies due to collective bargaining agreements	41,000	0.0
Decrease Cost: Personnel lapse	-21,820	-0.2
Add: Contractual expenses for the assessment of Classification and Compensation Systems	25,000	0.0
Miscellaneous adjustments, including negotiated compensation changes, employee benefit changes, and changes due to staff turnover	19,750	0.0
FY05 CE Recommended	1,390,190	10.6

Administration

The Administration program is comprised of the Director's Office and the Administrative Services Team. The Director's Office is responsible for: human resources policy development and planning; the administration of human resources programs; ensuring the integrity of the merit system; and directing the design and implementation of new initiatives to better serve customers and improve organizational performance.

The Administrative Services Team supports the responsibilities of the Director's Office, as well as providing management and oversight to office procurements, information technology, records management, budget preparation and administration, and financial management of the employee health benefits and retirement funds. The Team also provides direct customer service at the main reception area, remits payments to benefit program carriers and third party administrators, approves invoice billing, and remits bills to employees and retirees as necessary.

FY05 Recommended Changes

	Expenditures	WYs
FY04 Approved	1,311,920	11.2
Add: Financial Specialist to serve as administrator and financial oversight to Fund	89,190	1.0
Shift: Group insurance administration from Employee Benefits	167,320	1.9
Miscellaneous adjustments, including negotiated compensation changes, employee benefit changes, and changes due to staff turnover	18,080	-0.7
FY05 CE Recommended	1,586,510	13.4

BUDGET SUMMARY

	Actual FY03	Budget FY04	Estimated FY04	Recommended FY05	% Chg Bud/Rec
COUNTY GENERAL FUND					
EXPENDITURES					
Salaries and Wages	3,068,692	3,424,140	3,326,360	3,258,590	-4.8%
Employee Benefits	868,406	982,230	946,460	946,840	-3.6%
County General Fund Personnel Costs	3,937,098	4,406,370	4,272,820	4,205,430	-4.6%
Operating Expenses	1,972,103	1,985,400	1,940,680	2,231,390	12.4%
Capital Outlay	0	0	0	0	—
County General Fund Expenditures	5,909,201	6,391,770	6,213,500	6,436,820	0.7%
PERSONNEL					
Full-Time	65	65	65	62	-4.6%
Part-Time	5	6	6	6	—
Workyears	47.1	48.3	48.3	43.9	-9.1%
REVENUES					
Federal Financial Participation (FFP)	0	132,230	20,000	20,000	-84.9%
County General Fund Revenues	0	132,230	20,000	20,000	-84.9%
EMPLOYEE HEALTH BENEFIT SELF INSURANCE FUND					
EXPENDITURES					
Salaries and Wages	473,753	548,860	462,825	598,600	9.1%
Employee Benefits	117,982	150,440	154,275	172,860	14.9%
Employee Health Benefit Self Insurance Fund Pers. Costs	591,735	699,300	617,100	771,460	10.3%
Operating Expenses	90,702,031	100,591,300	98,612,140	108,352,960	7.7%
Capital Outlay	0	0	0	0	—
Employee Health Benefit Self Insurance Fund Exp.	91,293,766	101,290,600	99,229,240	109,124,420	7.7%
PERSONNEL					
Full-Time	0	0	0	0	—
Part-Time	0	0	0	0	—
Workyears	7.7	8.1	8.1	8.6	6.2%
REVENUES					
Self Insurance Employee Health Income	88,283,581	102,128,050	102,125,490	106,493,960	4.3%
Investment Income	139,731	195,420	153,790	179,200	-8.3%
Employee Health Benefit Self Insurance Fund Revenues	88,423,312	102,323,470	102,279,280	106,673,160	4.3%
DEPARTMENT TOTALS					
Total Expenditures	97,202,967	107,682,370	105,442,740	115,561,240	7.3%
Total Full-Time Positions	65	65	65	62	-4.6%
Total Part-Time Positions	5	6	6	6	—
Total Workyears	54.8	56.4	56.4	52.5	-6.9%
Total Revenues	88,423,312	102,455,700	102,299,280	106,693,160	4.1%

FUTURE FISCAL IMPACTS

Title	CE REC. FY05	FY06	FY07	(S000's) FY08	FY09	FY10
This table is intended to present significant future fiscal impacts of the department's programs.						
COUNTY GENERAL FUND						
Expenditures						
FY05 Recommended	6,437	6,437	6,437	6,437	6,437	6,437
No inflation or compensation change is included in outyear projections.						
Annualization of Positions Approved in FY05	0	36	36	36	36	36
New positions in the FY05 budget are generally assumed to be filled at least two months after the fiscal year begins. Therefore, the above amounts reflect annualization of the Financial Specialist position in the outyears.						
Elimination of One-Time Items Approved in FY05	0	-190	-190	-190	-190	-190
Items recommended for one-time funding in FY05, including Tuition Assistance for therapists, contractual costs for assessment of Classification and Compensation Systems, outside contractual costs for Classification System studies, DTS contractual costs to implement an agreement, multilingual certification course at Montgomery College, on-line Tuition Assistance application and an Emergency Pager Program will be eliminated from the base in the outyears.						
Labor Contracts	0	192	399	436	436	436
These figures represent the annualization of FY05 increments, general wage adjustments, and associated benefits. Estimated compensation (e.g., general wage adjustment and service increments) for personnel are included for FY06 and beyond.						

Title	CE REC.	(\$000's)				
	FY05	FY06	FY07	FY08	FY09	FY10
Labor Contracts - Other	0	45	91	91	91	91
These figures represent other items associated with negotiated agreements.						
Subtotal Expenditures	6,437	6,520	6,772	6,810	6,810	6,810
EMPLOYEE HEALTH BENEFIT SELF INSURANCE FUND						
Expenditures						
FY05 Recommended	109,124	109,124	109,124	109,124	109,124	109,124
No inflation or compensation change is included in outyear projections.						
Elimination of One-Time Items Approved in FY05	0	-189	-189	-189	-189	-189
Items recommended for one-time funding in FY05, including professional services for computer application development of a group insurance history file, Actuarial Services for RFPs and GASB/HIPPA compliance studies, and group insurance changes will be eliminated from the base in the outyears.						
Increase in Claims and Other Related Costs	0	9,316	18,153	27,083	36,760	47,010
Labor Contracts	0	26	54	59	59	59
These figures represent the annualization of FY05 increments, general wage adjustments, and associated benefits. Estimated compensation (e.g., general wage adjustment and service increments) for personnel are included for FY06 and beyond.						
Subtotal Expenditures	109,124	118,277	127,142	136,077	145,754	156,004

HUMAN RESOURCES

Departmental Program Structure and Outcome Measures

Mission

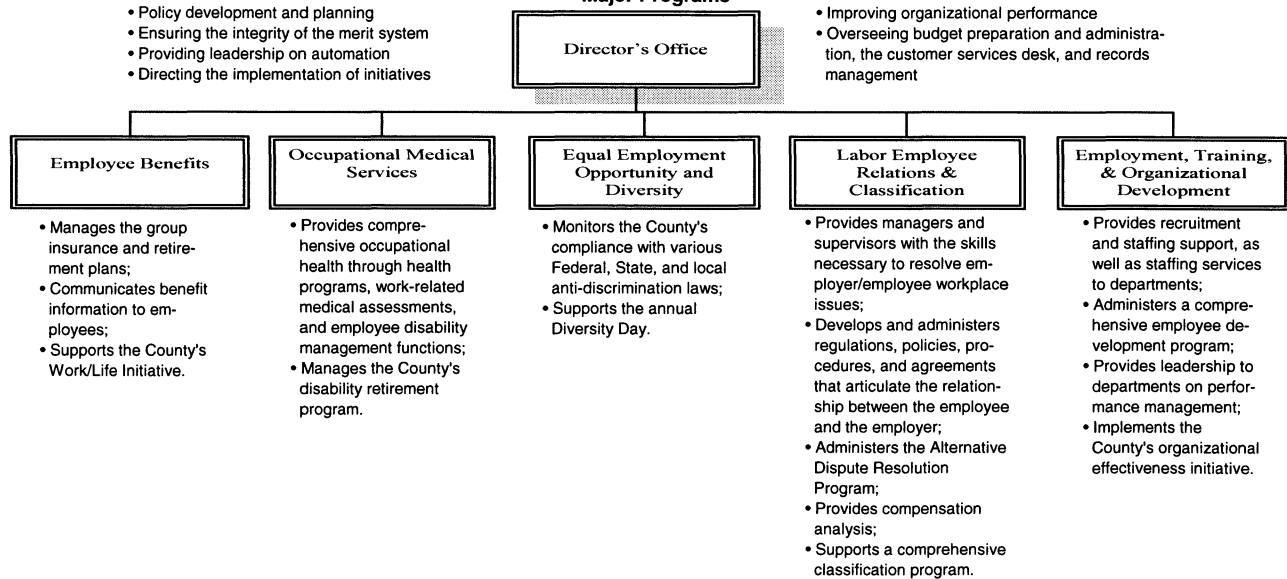
To provide a proactive and responsive human resources program that attracts, develops, and retains a diverse, high-performing, and well-qualified workforce

Guiding Principles

The Office of Human Resources (OHR) provides high quality services to employees, retirees, and other customers and is a partner to County departments in the management of their human resources. High quality services are ensured through:

- Emphasizing customer service and stakeholder involvement
- Streamlining and simplifying Human Resources regulations and procedures
- Developing and applying automated Human Resources systems and procedures
- Increasing and fully utilizing workforce diversity
- Maintaining labor-management collaboration
- Providing training and information to managers for better management of their human resources
- Ensuring human resources capacity to meet current and future needs

Major Programs



The Office of Human Resource's customer base is comprised of almost 30,000 persons, including all collective bargaining, non-represented, temporary, and appointed employees. This encompasses active employees, retirees and their survivors, as well as dependents of active employees who rely upon County health benefits. With a myriad of services provided to such a diverse customer base, it is important to ensure that all facets of human resource services are provided at the highest quality level. If our service delivery standards are maintained, the outcomes of OHR's mission will be achieved.

Feedback from our customers and from monitoring our workforce provides information on how effective we are in achieving our mission and how well we are abiding by our guiding principles. The Office must also be cognizant of the resources (staff and funding) needed to ensure our productivity and service value. "Cost per consumer" and "human resource staff per consumer" provide an initial macro view of cost containment and service delivery. For FY03, the cost per consumer for human resource services was \$835^a and the ratio of human resource staff to customers was 1:122.^b

DEPARTMENTAL OUTCOMES	FY01 ACTUAL	FY02 ACTUAL	FY03 ACTUAL	FY04 BUDGET	FY05 CE REC
Employee turnover as a percentage of total workforce ^c	6.0	6.0	^h TBD	6.2	6.1
Percentage of workforce provided training in technical and professional skills in a given year ^d	35.3	45.0	43.5	35.3	35.0
Average employee length of service (years) ^e	12.0	12.0	^h TBD	10.5	10.5
Average employee absenteeism per year (sick leave hours) ^g	75.6	74.2	76.4	73.0	73.0
Percentage that average pay increase is above (below) the CPI ^{c,f}	3.3	4.1	^h TBD	0.0	
Percentage of minorities in the County workforce vs. the percentage in the County population (ratio) ^g	1.017:1	1.039:1	0.987:1	1.040:1	1.040:1
Percentage of employees satisfied with compensation and benefits	NA	97.8	98.0	98.0	98.0
Percentage of managers reporting satisfaction with human resources services	NA	NA	NA	NA	TBD

Notes:

^aIncludes active employees, retirees, and survivors.

^bIncludes all professional, administrative, and support staff.

^cBased upon the calendar year (FY01 = CY01).

^dIncludes participation in the Tuition Assistance program, Leadership Institute, computer and professional development training. Workforce excludes temporary employees, elected and appointed officials, paid members of boards and commissions, and judicial branch employees.

^eExcludes temporary employees, elected and appointed officials, paid members of boards and commissions, and judicial branch employees. The target for sick leave hours taken as established through the County's human resources data clearinghouse provider is between 63.2 (8 hour work day) and 79 (10 hour work day) hours per calendar year. As shown above, sick leave hours in the County fall between these anticipated levels.

^fIncludes the general wage adjustment and performance increment.

^gThis measure indicates the extent to which the Executive Branch workforce is representative of the community it serves.

^hThis figure will not be available until the Department's Personnel Management Review is published in April, 2004.

HUMAN RESOURCES

PROGRAM: Labor Employee Relations and Classification	PROGRAM ELEMENT: Labor Employee Relations				
PROGRAM MISSION: To support County managers in the areas of collective bargaining and related personnel policies and procedures by negotiating competitive compensation and benefits through collective bargaining and by providing early intervention strategies in workplace disputes in order to enable managers to comply with labor contractual and legal requirements and improve employee labor relations					
COMMUNITY OUTCOMES SUPPORTED: <ul style="list-style-type: none">• Healthy and peaceful labor management relations• Labor and management partnerships based upon trust and mutual respect• Provision of high value services for tax dollars					
PROGRAM MEASURES	FY01 ACTUAL	FY02 ACTUAL	FY03 ACTUAL	FY04 BUDGET	FY05 CE REC
Outcomes/Results:					
Grievances per 100 union employees	1.77	0.45	0.35	0.40	0.89
Percentage of grievances settled before Chief Administrative Officer (CAO) action ^a	55	23	54	40	40
Number of arbitration hearings ^a	11	6	2	5	10
Number of Merit System Protection Board cases ^b	8	9	6	8	8
Number of unfair labor practice charges filed	3	0	1	2	2
Service Quality:					
Average number of days to issue a CAO grievance decision for an administrative proceeding ^c	79	78	93	70	70
Average number of days to issue a CAO grievance decision for contract grievances ^d	65	77	70	60	60
Average overall satisfaction rating for staff-conducted training (scale = 1 to 5)	NA	4.2	4.3	4.2	4.3
Efficiency:					
Average cost per grievance meeting (\$)	NA	1,849	1,842	1,840	1,840
Average cost per alternative dispute resolution conference (\$)	NA	61	60	60	60
Workload/Outputs:					
Number of contracts re-negotiated	2	2	1	3	3
Number of grievance meetings	94	64	32	60	50
Number of alternative dispute resolution conferences	82	59	56	60	65
Number of employee mediations	5	8	3	15	10
Number of adverse actions processed	140	230	225	250	250
Number of employees trained in labor relations and related subjects	NA	604	127	200	300
Inputs:					
Expenditures (\$000)	896	726	896	751	721
Workyears	8.5	8.0	8.0	5.8	5.6
Notes: <p>^aGrievance procedures for bargaining unit employees follow a defined process as outlined in the collective bargaining agreements. The general procedure involves multiple steps and begins with a written grievance by the union to the immediate supervisor. The union may appeal to the department head and finally, to the Chief Administrative Officer (CAO) if a satisfactory response has not been received to the grievance. If the grievance is not settled by the CAO, the union or the employer may refer the matter to arbitration.</p> <p>^bGrievance procedures for non-represented employees follow a well-defined process as outlined in Administrative Procedure No. 4-4. The general procedure involves four steps and begins with a written grievance by the employee to the immediate supervisor. The employee may appeal to the department head and to the CAO if no satisfactory response has been received to the grievance. If the grievance is not settled by the CAO, the employee has a final appeal to the Merit System Protection Board.</p> <p>^cThe standard is 45 days (per Administrative Procedure 4-4).</p> <p>^dThe standard is 30 days (per general guidance included in various collective bargaining agreements - although some agreements differ).</p>					
EXPLANATION: <p>The Labor Employee Relations Team is the primary point of contact with the County's three employee unions and is responsible for negotiating and administering collective bargaining agreements. The unions representing County employees include the Fraternal Order of Police, the United Food and Commercial Workers, and the International Association of Fire Fighters. These unions collectively represent approximately 5,200 County employees.</p> <p>The Labor Employee Relations Team administers grievance processes to address employee/management disputes concerning alleged violations of the collective bargaining agreements of the three unions specified above. A grievance process is also administered for unrepresented employees to address disputes arising from alleged violations of the Montgomery County Personnel Regulations. The Team assists departments and agencies with related labor and employee relations issues, reviews proposed adverse and disciplinary actions, develops personnel policies and regulations changes, and oversees bilateral work groups and committees. The Labor Employee Relations Team is also responsible for oversight and administration of the County's policies on compensation.</p>					
PROGRAM PARTNERS IN SUPPORT OF OUTCOMES: Labor Relations Policy Committee, Fraternal Order of Police (FOP), International Association of Fire Fighters (IAFF), United Food and Commercial Workers (UFCW), County departments, arbitrators, third party labor administrators, Merit System Protection Board.					
MAJOR RELATED PLANS AND GUIDELINES: Labor agreements with the FOP, IAFF, and UFCW; Fair Labor Standards Act; Family Medical Leave Act; State and Federal case law; Executive Regulations for compensation and employee grievance procedures; Chief Administrative Officer guiding principles for labor relations.					

HUMAN RESOURCES

PROGRAM:
Occupational Medical Services

PROGRAM ELEMENT:

PROGRAM MISSION:

To provide multi-disciplinary occupational medical services, including health promotion, work-related medical and safety hazard assessments, and employee disability management in order to promote the health, wellness, and productivity of the County workforce

COMMUNITY OUTCOMES SUPPORTED:

- Maintaining a healthy workforce
- Empowering and supporting employees
- Delivering quality services
- Ensuring the confidentiality of personal information

PROGRAM MEASURES

	FY01 ACTUAL	FY02 ACTUAL	FY03 ACTUAL	FY04 BUDGET	FY05 CE REC
Outcomes/Results:					
Average annual sick leave usage per bargaining unit employee (hours)	84.9	84.3	85.2	83.0	83.0
Average annual sick leave usage per non-bargaining unit employee (hours)	66.3	64.1	67.5	63.0	63.0
Percentage of positive substance abuse tests (by employees) ^a	1.0	0.8	1.3	0.5	0.5
Number of reasonable accommodation and alternative placements made ^b	11	15	13	20	20
Service Quality:					
Percentage of total workforce using the Employee Assistance Program (EAP) ^{c,o}	6.5	7.7	9.2	9.5	9.5
Percentage of total workforce participating in the wellness program ^d	NA	NA	45.0	45.0	45.0
Average satisfaction rating for the medical service contract (0 to 4 scale) ^j	4.0	4.0	3.0	4.0	4.0
Average satisfaction rating for the EAP (0 to 4 scale)	NA	NA	4	4	4
Average satisfaction rating for the wellness program (0 to 4 scale)	NA	NA	4	4	4
Efficiency:					
Average cost per EAP user (\$) ^k	326.45	289.90	169.52	287.30	200.00
Average cost per wellness program participant (\$) ^p	22.35	22.29	21.10	22.00	21.00
Average cost per mandated medical screening (\$) ^q	118.19	108.01	101.19	120.00	105.00
Show rate for physical examination appointments (%) ⁱ	NA	NA	78.0	80.0	85.0
Workload/Outputs:					
Number of Federally mandated screenings ^m	4,726	4,589	5,774	4,593	6,000
Number of County mandated screenings	4,518	6,938	7,214	6,456	6,500
Number of employee substance abuse tests ^a	662	688	672	680	680
Number of wellness sessions conducted	355	596	453	600	600
Number of participants in wellness program ^{n,o}	8,008	7,914	8,360	9,000	9,000
Number of Employee Assistance Program users ^k	484	545	837	550	600
Number of disability management interventions ^l	327	261	270	295	300
Number of medical service encounters ^q	9,244	11,587	11,291	11,500	11,500
Inputs:					
Expenditures (\$000) ^h	2,061	2,400	2,608	2,807	2,745
Workyears ^h	6.8	7.0	7.0	6.8	5.4

Notes:

- ^aIncludes only employees tested for random, post-accident, and reasonable suspicion drug and alcohol tests. No pre-placement screens are reflected.
- ^bIncludes pre-employment accommodations. Providing accommodations allows continued employment, reduces potential expenditures on disability retirement, and demonstrates commitment to the Americans with Disabilities Act.
- ^cThe national average for EAP participation is 3 to 5 percent of the total workforce. Participation includes only full-time employees; Police and Fire - Rescue personnel are excluded.
- ^dThe national average for wellness program participation is 10 to 20 percent of the total workforce.
- ^eOnly medical services and laboratory contract costs are included.
- ^fDisability management includes alternative placement, reasonable accommodation, ergonomic assessments, medical case management, and pre-employment accommodation.
- ^gThis includes physical examinations, medical testing, medical history reviews, and immunizations. FY02 includes implementation of the Fire/Rescue Wellness Initiative.
- ^hExpenditures and workyears include General Fund resources for Occupational Medical Services (OMS) as well as chargebacks to other departments and funds.
- ⁱCalculated from the actual number of encounters for every department. The encounters include all scheduled exams (e.g. physical exams, including pre-placement and periodic, hearing exam, pulmonary function exam, vision exam, PPD skin testing, PPD reading, vaccinations, neuromuscular testing, etc.). The rate is the percentage of kept appointments. Does not include walk-ins.
- ^jSurvey participants include Office of Human Resources specialists, department contacts, and employees (upon completion of service by OMS).
- ^kMay also include significant others (immediate family, blood or marriage, close association) as related to eligible County participants.
- ^lThis percentage double counts employees that attended multiple services.
- ^mIncludes mandatory Occupational Safety and Health Agency respiratory evaluation of police officers.
- ⁿParticipants may be counted more than once.
- ^oThis measure is currently being revised using an improved methodology.
- ^pParticipants include the recipients of program and resource materials.

EXPLANATION:

Occupational Medical Services (OMS) provides comprehensive medical evaluations to Montgomery County employees to determine their state of health vis-à-vis employment. The evaluations may include Federal, State, and County government mandated screenings. Through screenings and medical evaluations (which can include physical examinations, return-to-work exams, audiometric testing, pulmonary function testing, vision screening, hepatitis B and C screening, fitness for duty evaluations, neuromuscular testing, treadmill stress testing, and comprehensive blood profile testing), OMS is able to provide early identification of health risks and diseases. In addition, OMS ensures equal job opportunities through reasonable accommodation of disabled persons in the workplace. Through the Employee Assistance Program (EAP), Montgomery County employees are offered an opportunity to seek professional counseling on a variety of personal issues including family, work, legal, and alcohol/substance abuse problems that have the potential to interfere with attendance and work performance. A physically and emotionally healthy workforce will reduce on-the-job injuries and potentially reduce health insurance premiums, the use of sick leave, as well as applications for disability retirement. In addition, an EAP can promote employee morale while increasing physical and emotional well-being. The County's wellness program emphasizes education to enable employees to make lifestyle choices that enhance their overall health and wellness. Offerings include exercise classes, back school, weight management programs, and workshops on health issues that impact both men and women.

PROGRAM PARTNERS IN SUPPORT OF OUTCOMES: Contractors for the County's Wellness and Employee Assistance programs, medical and laboratory services, Risk Management Division (Finance Department), County agencies and departments, labor unions.

MAJOR RELATED PLANS AND GUIDELINES: Centers for Disease Control and Prevention, Federal Occupational Safety and Health Administration, Equal Employment Opportunity Commission, National Institute of Occupational Safety and Health, Maryland Workers' Compensation Commission, Americans with Disabilities Act, Federal Drug Free Workplace Act, National Fire Protection Association, Maryland Police Training Commission, Federal Highway Administration, Federal Transportation Administration, State law, Executive regulations, collective bargaining agreements.